

Proposed IIF Engagement Planning Agenda (30 – 40 minutes)

- I. Review Objectives for understanding (10 minutes)
- II. Feedback on what has worked / what didn't work in 2011 IIF discussion topics (5 minutes)
- III. Brainstorm and Create a plan for Q4 Activities promoting IIF and identify any IIFLT assistance desired (15 minutes)
- IV. Review path forward (5 minutes)

Objectives

- I. Identify IIF activities intended to support improvement in Teamwork/Relationships and document your plan (e.g. What relationship or team will you work with (ops worked with maintenance on JJSV in Q3)? What will you do to build teamwork or enhance a relationship?
- II. Determine the most effective engagement and feedback to support and then share what we've learned (IIF email box, summaries and worksheets, local reporting, etc.)

Topics to reinforce through the 4th Quarter

- A) Teamwork – [Building Relationships](#) , My Reason for Being Safe
- B) Ongoing refinery focus areas: Near Loss Reporting, Stop/ Pause Work Authority, LPSA, JJSV, LOTO RI-9900, RI-341, RI-9920, Major Incident Study, What worked well – what could have been better, and who do we need to recognize for our achievements?
- C) Having work groups identify and plan their own engagement and feedback sessions

Instructions: Plan and implement discussions and activities in your work group. The list of questions below is offered to help initiate dialogue on team building and relationships. Feel free to use these or frame the dialogue in any manner that works for your group. After discussing the topic with your work group develop your plan, and involve the right parties to discuss and improve relationships. Please share your plan and any insights you gained to your local management and/or the IIFLT.

- A) What are the most critical business relationships to our work group, what is “missing” from the relationships? How can they be improved upon?
- B) If we could take our business relationship to the next level what would it be?
- C) Let's discuss our current ____TBD____ meeting. How can we be more effective as a group and build our existing relationships and deliverables in this meeting?
- D) In terms of cross communication between work groups, is there one relationship that we need to make better? Between O&M, or with Technical Services? Or with HES or another support organization? Which relationship is it and what do we need to do to improve it?
- E) How is our Crew to Crew Communication?
- F) How is our communication across regional boundaries? Does this need improvement?
- G) What do you need the most from your key business relationships in order to be successful in the 4th quarter and beyond? Create a plan to make that success a reality.
- H) How can we learn from each other? Are there barriers to our working relationships? What are they? Between workgroups in our refinery, from Refinery to Refinery in North America? Others? What do we need to do to improve them in order to improve our business and business relationships?
- I) 2011 End of Year – What worked for us? What didn't? What are our greatest challenges to making a major shift in Incident and Injury Free performance?